

QUESTIONS FOR THE PROBATION OMBUDSMAN
June 8, 2016

Background: The Office of the Ombudsman is a confidential, informal, and neutral resource where probation clients, their families, and the community at large can seek assistance with their concerns related to service delivery, policies, and/or procedures. As an informal fact finder and consultant, the Ombudsman is not responsible for due process, but does initiate investigations of complaints and assists in achieving efficiency and justice by ensuring that a thorough and complete investigation is conducted.

1. What is your role in Adult and Juvenile Probation? Is there oversight responsibility? If so, please explain. (Holt)
2. As an informal fact finder and consultant, how do you view your role with respect to oversight over the Probation Department? How effective do you think your office is / has been in responding to concerns of Probation clients, families, and the community? Please provide some specific examples. (Chodroff)
3. What is the process for probation clients, their families and the community to seek assistance with their concerns related to Probation service delivery, policies, and/or procedures? (Chodroff)
4. What is your process for responding to these concerns?
5. To whom do you report the results of your investigations?
6. Do you issue any reports or recommendations for improvements of Probation services or any relative to the Department? If so, who is responsible making recommendations, for addressing them, developing and implementing corrective action plans and following up to assure proper implementation and effectiveness? (Holt)
7. Do you work with or have contact with any other county entity charged with providing oversight over Probation policies, procedures and services delivery? If so, which ones? (Chodroff)
 - i. The Auditor-Controller?
 - ii. The OIM?
 - iii. Any other?
8. Is there ongoing feedback regarding these reports/recommendations, including corrective actions taken, to the appropriate citizen oversight entities? (Holt)

9. Do you communicate or interact with any citizen oversight bodies relative to Probation? (Holt)
10. Do you see any duplication of efforts between county entities charged with oversight? If so, please provide an example. (Chodroff)
11. Under the current structure, what limitations if any do you feel you have in initiating investigations of complaints and assisting in achieving justice by ensuring a thorough and complete investigation is conducted? (Chodroff)
12. Do any bureaucratic limitations or regulations impede your ability to fulfill your function thoroughly and effectively? If so, what are they? Please be specific. (Chodroff)
13. What, if anything, might help support you in conducting your work more easily, thoroughly, and efficiently? (Chodroff)
14. What improvements or changes of oversight would you recommend? (Holt)